



Mishawaka Communicator



Working together to build the "Best Hometown in America" by delivering exceptional services, promoting safe and clean neighborhoods, elevating the quality of life, and inspiring pride in our community.

Mishawaka, Indiana

Jeff Rea, Mayor

April 2009

Customer Service Survey

Dear Friends and Neighbors,

At a time when government is in contraction mode, yet the demand for City and Utility services continue to increase, there is no better time to evaluate how we are doing and how we can better serve you. All of our 22 departments from utilities, police, fire, streets, parks and others all contribute to our quality of life. I am very proud of all our employees.

By and large, we are efficiently providing quality services to you our customers. At the same time, I know there is always room for improvement. I also know that with continual changes in funding, technology, economic cycles, and lifestyles, government needs to adapt and change with the times. I have initiated a process with all City Departments and Mishawaka Utilities to iden-

tify ways that we can cut costs while also trying to maintain or increase the quality of service we provide. This is obviously a challenge and we need your help. Please take a few minutes and fill out the following survey and return it with your utility bill. If you have an automatic payment you can also just mail the questionnaire separately.

Mayor Jeff

This Month:

Customer Service Survey

Next Month:

Summer Park Update

All past issues of the Communicator are available at www.mishawakacity.com

Trash Questions?
Call the Street Department
258-1660

Please check the box that indicates your age group:

☐ 18-25

☐ 26-35

☐ 36-45

☐ 46-55

☐ 56-65

☐ 66+

Very Satisfied

Somewhat Satisfied

Somewhat Dissatisfied

Very Dissatisfied

1. Delivery

How satisfied are you with the overall service you have received?

☐

☐

☐

☐

Comment(s):

2. Delivery

Would you agree that City services act with professionalism and care when solving a problem?

☐

☐

☐

☐

Comment(s):

3. Communication

Do you feel City department's business hours meet your convenience?

☐

☐

☐

☐

Comment(s):

	<i>Very Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Somewhat Dissatisfied</i>	<i>Very Dissatisfied</i>
4. Communication				
How satisfied are you with the ease of contacting the Person/department you need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
5. Communication				
Does our website meet your needs for information and services? If dissatisfied please comment on what we can improve.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
6. Communication				
Do you feel the City responds to your requests and questions promptly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
7. Quality of Staff				
How satisfied are you with the relevant knowledge of the staff that you deal with directly?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
8. Quality of Staff				
How satisfied are you with the way problems were resolved?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
9. Services				
How satisfied would you be to have online services such as paying bills, receiving electronic billing statements, or reserving park facilities if offered online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				
10. Services				
How satisfied would you be if the City/Mishawaka Utilities invested more in technology and automation to save money, if it meant less interaction with personnel service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comment(s):				